



**State of Tennessee**  
**Department of Finance and Administration**  
**Bureau of TennCare**  
**310 Great Circle Road**  
**Nashville, TN 37243**

**Phil Bredesen**  
Governor

**M.D. Goetz, Jr.**  
Commissioner

# Memo

**To:** TennCare Nursing Facility Providers  
**From:** J. D. Hickey , Deputy Commissioner,  
**Date:** September 2, 2005  
**Re:** Medicaid eligible hurricane refugees seeking care in Tennessee

As the victims of hurricane Katrina struggle to recover from the disaster, the State of Tennessee has pledged to do all it can to aid their efforts. Questions have arisen about how the nursing home industry can assist during this time of need and what steps can and will be taken to remove obstacles that might limit or prevent a successful response. With this notice, I am going to try to address the known issues. If other issues arise, I will supplement this information via additional notices.

**Eligibility** - Pursuant to federal Medicaid regulations, if a person from another state comes to Tennessee and declares his/her intent to remain in Tennessee, he/she is considered a Tennessee resident. As such, they can apply for Tennessee Medicaid. Normally the application process would require several weeks to complete but Tennessee has made the decision to temporarily accept a Medicaid determination from the person's previous home state as satisfying Tennessee's requirements. In other words, if they were Medicaid eligible in Louisiana or Mississippi, they will be able to quickly transfer that eligibility to Tennessee and become Tennessee Medicaid eligible. At some time in the future, such cases will be reviewed for continued Tennessee eligibility using Tennessee eligibility criteria.

**Reimbursement for Services** – If a person intends to return to their home state when the crisis abates, they are considered a resident of their home state and their home state will be responsible for payment of their costs. TennCare will assist in coordinating resulting billing issues, but TennCare will not supplement the other state's payment in these cases. However, if the person is a Tennessee Medicaid

eligible resident pursuant to the criteria outlined above, TennCare will assume responsibility for payment of their nursing home care at the regular TennCare per diem rate.

Louisiana has posted information on their website about enrolling as a provider in the Louisiana Medicaid program. The link to that information is:

<http://www.dhh.louisiana.gov/offices/page.asp?id=92&detail=5152>

We are told that provider applicants may use the Mississippi Medicaid Web Portal for enrollment. There is also a toll free number: (800) 884-3222 or (601) 206-3000 for more information regarding enrollment services. The links to the Mississippi website information are:

<http://msmedicaid.acs-inc.com/>

<http://msmedicaid.acs-inc.com/index.jsp>

We have noted that these websites appear to be undergoing frequent changes and updates so it may be necessary to navigate around the site some to find the necessary information.

**PAEs** – PAEs for nursing home admission will be required for all admissions when TennCare is the expected payment source. However, in accordance with our existing regulations and policies, PAEs may be submitted up to 30 days after the admission and if approved, will be retroactive to the date of admission. This should allow sufficient time to overcome the immediate crisis without a change in policy or procedures but if there are extenuating circumstances in a particular case, TennCare will work with the facility. If the anticipated payment source is another state, the nursing facility will need to contact that state for guidance as to their PAE requirements.

**Wait List for Admission** – TennCare has been advised that because of the extraordinary situation, Health Care Facilities will not cite nursing facilities for accepting Katrina victims ahead of Tennessee residents on a wait list during this emergency time. For any questions or additional clarification, please contact Health Care Facilities directly at (615) 741-7221.

**Pharmacy and Other Medical Services** – Attached is a copy of the notice that TennCare is sending to other provider types.



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As an obvious effect of the shelter and aid Tennessee is offering many refugees of hurricane Katrina, Medicaid enrollees from Louisiana and Mississippi are seeking medical and pharmacy services in our state.

**We are encouraging all TennCare providers to see these patients and provide appropriate services as needed even when eligibility questions may exist.** Many of the Medicaid eligible individuals fleeing the disaster areas are likely to not have the standard required documentation. Hopefully, this lack of documentation will not result in your offices not providing appropriate care.

Be assured, TennCare will provide assistance in coordinating payment issues with the other state Medicaid programs.

Unfortunately, due to computer system incompatibility, TennCare cannot process Louisiana or Mississippi pharmacy claims directly. You can access the pharmacy provider enrollment form for Louisiana Medicaid from the TennCare website [www.tennessee.gov/tenncare](http://www.tennessee.gov/tenncare) and chose the pharmacy link at the top.

We have received some resource information below for providers from the Centers for Medicare and Medicaid Services. We will work to share more information with you as it becomes available.

**Louisiana:**

- Louisiana Medicaid Provider enrollment number: (225) 237-3370 or (800) 473-2783.
- Confirmation of eligibility can occur by calling REVS/MEVS line at (800) 776-6323 if the caller has a provider number.
- Hospitalizations require prior authorizations by calling (800) 488-6334.
- If a patient presents in your facility with Louisiana Medicaid, please complete the appropriate provider form and fax it to the Louisiana Medicaid Provider Enrollment fax number at (225) 216-6335. (The form may also be mailed, but sending the form by fax will expedite the enrollment process). Questions regarding Louisiana Medicaid may be directed to (225) 216-6370.
- [Louisiana Medicaid Basic Provider Application \(PDF\)](#) - for Service Providers Except Pharmacies
- [Louisiana Medicaid Basic Provider Application \(MS Word\)](#) - for Service Providers Except Pharmacies
- [Louisiana Medicaid Pharmacy Provider Application \(PDF\)](#)
- [Louisiana Medicaid Pharmacy Provider Application \(MS Word\)](#)
- [Louisiana Medicaid Website](#)

**Mississippi:**

- Provider applicants may use the Mississippi Medicaid Web Portal for enrollment. There is also a toll free number: (800) 884-3222 or (601) 206-3000 for more information regarding enrollment services.

[Mississippi Medicaid Web Portal - Provider Enrollment](#)

[Mississippi Medicaid Home Page](#)